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URBAN MUNICIPAL

NOV 25 1994

GOVERNMENT DOCUMENTS

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Dream becomes a miracle!

"In our wildest dreams we never thought the lottery would be this successful!" HCH Foundation executive director Mike Farrell's comments came during an impromptu celebration in the Foundation office. The reference, of course, was to the total sell out of 65,000 "Dreams and Miracles '94" tickets in less than three weeks.

People from as far away as Yellow Knife flooded the toll-free lines and the Foundation's mail box was overflowing daily with mail-in applications. By the second week after the lottery kick-off close to 5,000 applications a day were being processed by the accounting firm of Coopers & Lybrand.

"Everyone was excited over this lottery," says Farrell. With a prize board worth more than \$500,000 there's something that will appeal to everyone. Once all 65,000 tickets were sold, ticket holders had a one-in-900 chance of winning a prize. The lottery will net \$750,000 for the Hamilton Civic Hospitals.

Ticket holders are anxiously awaiting the November 24 early-bird draw for a chance to win a 1995 Chrysler Neon four-door sedan.



Left to right: Dr. Wm. Vaughan, HCH Foundation Board vice-president; Anne D'Ambrosio, lottery co-ordinator; Mike Farrell, HCH Foundation executive director and Noel Robb, HCH Foundation community relations associate celebrate the success of "Dreams and Miracles '94."

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Miss Charters was inspiration to bursary winner

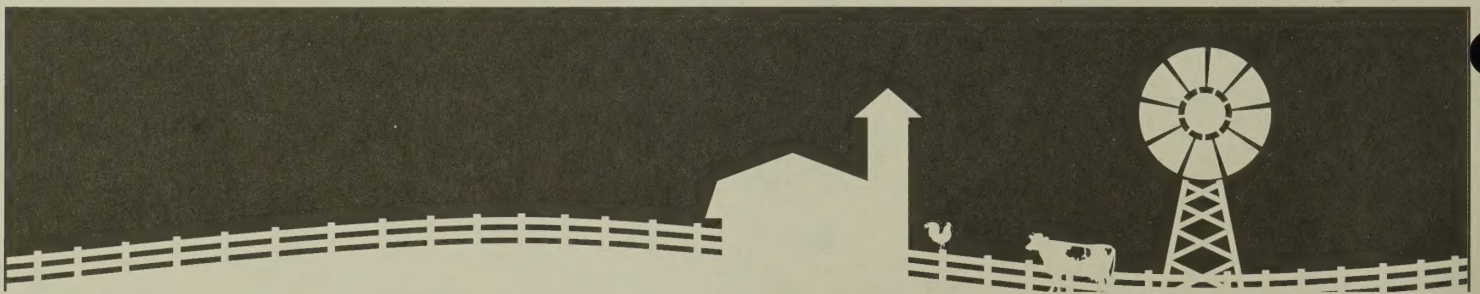
The first recipient of the \$1,000 bursary established by the HCH Medical Staff has been awarded to Donna Thomson, senior nurse manager of Hamilton General's Emergency, Admitting and IV Departments. This bursary has a very special meaning to Donna because of the distinguished person whose name it bears.

The *Margaret R. Charters Bursary* was established by the Medical Staff in recognition of the contribution made by Margaret Charters to the nursing profession and in particular to the Hamilton Civic Hospitals. Miss Charters was assistant administrator, Nursing and Patient Care Services from 1967 until her retirement in 1993. As well as serving as president of the council of the College of Nurses of Ontario, Miss Charters contributed to excellence in nursing through her participation in many local, provincial, national and

international committees and associations as chair or advisor.

Medical Staff president Dr. Stephanie Brister recently presented the award to Donna at a brief ceremony. "This award means a great deal to me," said Donna, "Marg has been a tremendous inspiration. She encouraged me to pursue advanced academic preparation and provided a lot of encouragement along the way." Donna is currently working on her Masters in Business Administration at McMaster University on a part time basis and expects to complete her degree requirements by 1995.

The bursary will be awarded annually to a Hamilton Civic Hospitals nurse who demonstrates leadership potential, academic potential and excellence in nursing practice.



Pardners in Caring ... and clowning?

For the second year in a row Hamilton Civic Hospitals has teamed up with the United Way for a joint fundraising campaign that will benefit the HCH Foundation and the United Way. Throughout November, HCH staff members have been invited to take part in several fun fundraising activities including *Jail and Bail* and the *Kissing Booth*.

Pictured here is CEO Dr. David McCutcheon (left) who enthusiastically volunteered to man the "Kissing Booth" (For a dollar, donors would receive a cluster of candy kisses and a chance at a prize.) The other character in the photo asked only to be identified as Anthea the Clown - but you can bank on her *human resources* skills and *co-ordinating* the education of all our staff on the **Pardners in Caring** campaign!



Accreditation - Then and now

Hospital accreditation is coming! Do you remember previous accreditations? A flurry of activity, reviewing and revising policies and procedures and making sure that all documentation was up-to-date? Department heads and nurse managers were often the only people interviewed. You may or may not have been part of the preparations. You may not have understood what all the fuss was about! You probably made every effort to avoid the path of the surveyors. You were afraid that you might be asked a question you could not answer.

This one will be different!

The Canadian health care system was first introduced to an accreditation process in 1958. The goal of accreditation was very positive - to encourage hospitals to maintain and improve services.

Accreditation is a voluntary process available to hospitals across Canada. However, it is a requirement for teaching hospitals like ours. The accreditation process is run independent of government agencies and is administered by health care professionals who have had front line clinical experience. Support, guidance and direction are provided by the Canadian Council on Health Facilities Accreditation (CCHFA).

In the past, the CCHFA set minimum standards for the delivery of care in hospitals. Accreditation measured quality by comparing the care delivery in each hospital to these standards. These standards were based on the structures and processes we had in place to guide and document our care and service delivery. This was our hospital's performance appraisal and we wanted to shine!

Enter the 90s. Increasing costs, people living longer and emphasis on illness prevention have changed the focus of health care. To stay within

budget, hospitals have had to reduce staffing and beds, combine services and, in some cases, amalgamate hospitals. The CCHFA realized that it had a role to play. It could help the health care systems work through these changes and still maintain quality services.

The CCHFA has revised its accreditation standards. It now focuses on the outcomes of patient centered care delivered by interdisciplinary teams. What does this mean? It means that we must all look at :

- who we are serving,
- what we do,
- how we do it,
- whether it needs to be done,
- and if other more efficient and/or effective ways can achieve the same result.

Each team is responsible for reviewing the standards through a self-assessment process. The teams have been working through the process since the spring of 1994 and approximately ten per cent of the hospital staff has participated in the process to date.

The upcoming accreditation visit is only part of the Hospitals' ongoing quality management process. The Hamilton Civic Hospitals, as a customer of the CCHFA, will use the CCHFA's expertise and feedback from the visit to complement information gathered through the self assessment of each team. It is from these self assessments that we have created the foundation for future quality management activities. After accreditation the teams will begin working on the improvement of patient care and service delivery processes.

The questions that remain are: How do we keep up the momentum? Where do we go from here?

The Accreditation '94 information was compiled by Patti Ellis, Carol Hayter, Valine Vaillancourt and Annabelle Watson.

Your input counts

The teams have been preparing for the accreditation visit for several months now. Everybody has a part to play in the accreditation process. Here's a brief summary of how the process will involve you.

A team of four surveyors will tour patient care units and may talk to you about your role. They want to hear your views on how to improve the quality of patient care.

They will interview patients/caregivers to get a sense of how they feel about their care.

Chart reviews will show them the process of the patients' care.

Finally, a team interview may provide another opportunity for information exchanges.

Surveyors share the experiences of many facilities encountering similar issues. The teams will be able to discuss areas of excellence and opportunities for improvement in their patient care processes.

The support and leadership teams will be interviewed and information exchanged. Tours may be arranged to visit any area of the Hospitals as a result of these interviews. You may be approached by the surveyors during these tours - your participation is very valuable.

The Canadian Council on Health Facilities Accreditation

The CCHFA is a non-profit organization, with representatives from:

- The Canadian Hospitals Association
- The Canadian Long Term Care Association
- The Canadian Medical Association
- The Canadian Nurses Association
- The Royal College of Physicians and Surgeons

"Bottoms Up" - A message from our CEO

Question:

Following the accreditation visit, what can we do to maintain the momentum for the teams and for Quality Management?

Answer:

We need to look at maintaining the efficiency and focus of the teams. We must invest in change (training and educating staff so that they can participate in quality improvement activities). We must, however, remember that this requires investment for a long term benefit.

Teams must be able to work together to identify relevant quality measurement and monitoring processes.

We will need well trained facilitators to assist with team building.

Communication is key as we look at duplication. For example, are some of the newly identified functions of the teams duplicated by committees that currently exist in our system?

We need to have a clinical information system that supports the work of the teams - not just the availability of the technology but the databases that will help teams to monitor their processes. The databases should provide results in a timely and relevant manner so that the teams can make change and monitor change as required.

We need to keep our medical staff involved in the process.

If we have good people (which we do) and we keep developing them, we will stay in the forefront. We will not only be the fifth largest hospital in Canada, we will be the best.

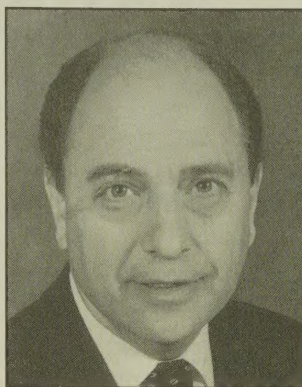
Dr. Shragge is Surgery's new chief

Cardiovascular surgeon Dr. William Shragge has been appointed chief of the Department of Surgery for the Hamilton Civic Hospitals. He succeeds Dr. John Gunstensen who served with distinction as chief for more than six years.

Dr. Shragge has been head of Cardio/Thoracic Surgery at the Hamilton Civic Hospitals since 1988. He is a professor in the Department of Surgery at McMaster University, and head of the Regional Cardiac Surgery Program, based at the Hamilton General Division.

The Department of Surgery is composed of 135 physicians who represent nine categories of surgery (including dental surgery).

The appointment expresses the Medical Staff and the Board of Directors' commitment to the surgical program at the Hamilton Civic Hospitals as it moves into a new era. Recent statistics indicate that 45 per cent of adult inpatient surgical procedures in Hamilton are done at the Hamilton Civic Hospitals. Recent trends in surgical procedures at the HCH include a dramatic increase in the number of hip and knee joint replacement surgeries, an increase in day surgery procedures and a decrease in average length of stay for acute cases. Dr. Shragge's appointment confirms the



Dr. William Shragge, chief of the Department of Surgery, Hamilton Civic Hospitals.

current direction of the surgical program and supports a move to new techniques and approaches, including team management of surgical patients.

As well as his responsibility for the Regional Cardiac Surgery Program and a busy and successful practice as a cardiac surgeon, Dr. Shragge developed and oversees the Hamilton General-based Cardiac Care Clinic, which has an international reputation for helping pre- and post-operative cardiac surgery patients modify their lifestyles. He also is vice-chair of the Provincial Adult Cardiac Care Network, a management body which includes the nine Ontario cardiac surgery centres across Ontario and which ensures timely, appropriate access to cardiac surgery.

ACCREDITATION '94

Questions? Comments?

Do you have questions or comments about the accreditation process or ideas on how to keep up the momentum? We want to hear from you! Address questions, comments, ideas to:

Hamilton General Division

Chris Probst, ext. 6517

Diane McPherson, ext. 6774

Don Shilton, ext. 6491

Henderson General Division

Jill Rodey, ext. 2120

Patti Ellis, ext. 2160

Teamwork makes the difference!

We now have 16 patient care teams, three support teams and two leadership teams.

Patient Care Teams

- Ambulatory Care • Burns • Cardiac Disease • Critical Care •
- Emergency • Geriatrics • Gynecology • Maternal/Child Care •
- Medicine • Mental Health • Neuroscience • Oncology •
- Orthopedics • Rehabilitation • Surgery • Trauma •

Support Teams

- Environment • Human Resources • Information •

Leadership Teams

- Governance • Management •

A Heart-felt Celebration

We sang, we hugged, we danced. We ate cake, we saw old friends and told a lot of stories. It was, in every way, a family celebration.

On October 19, 1994 our hospital family celebrated a milestone: 10,000 open heart procedures had been performed at the General. As part of a week long celebration, the staff hosted an afternoon party in the Margaret Charters Auditorium. Entertainment was provided by our own staff, **Dr. Doug Holder, Ruth McNeely, Dr. Raghu Rajan, Linda Yamamoto, Lynn Hutchison, and May Farquhar.**

Our first open heart patient, Al Lupton came back to visit. He was only 18 back in '63 when he had his surgery. **Dr. Homer Beattie**, affectionately known as the grandfather of the open heart program, was delighted at the turnout. Hundreds of staff dropped in to share in the festivities! Our thanks go out to **Diane Kuwabara** and her committee for planning this great afternoon, Gordon Food Service and J&D Foods for their kind donation of food, and to **Dr. Stephanie Brister** and **Dr. Michael Buchanan** for framing the staff photograph.

On Saturday, the activity moved to Lime Ridge Mall where the 10,000 Open Heart Celebration really took off. More than 250 staff members hosted displays of our cardiac program, including a full operating room, exercise lab, and free blood pressure testing. Thousands of people, many of whom were former patients, came by to visit. Congratulations to **Charlotte Daniels** and her committee for an excellent community celebration!



CVT Nurse Associates (left-right) Sue Gold, Barb Harper, Brenda McKenna and Ann Wilkinson proudly wore their T-shirts to the celebration.



It was a time to renew old friendships as former co-workers Penny Preston and Dr. Homer Beattie (centre) former Chief of Cardiovascular Service and Kathy Stephenson (right) former head nurse, ICU reminisced.



The show must go on! Despite the loss of her singing partner Judy Johnson, who took the old adage "break a leg" a bit too seriously, May Farquhar entertained the crowds with her charming voice.

"Everyone's a winner"

Hot Jazz • Kool Art 1994 raised \$20,000 for the purchase of equipment for Wards 395 and 396 at the Henderson Division. Held at the Royal Connaught Howard Johnson Plaza Hotel on August 15, this event was unique in that for the first time, all of the art was original and judged in a juried show before the auction. A special congratulations goes out to our own **Jerry Farrell**, assistant director of the Audio Visual Department for winning first prize with his artwork. We would like to thank Jerry and all the other local artists for their time and effort in contributing to our success! Coopers and Lybrand sponsored cash awards to the following artists:

Congratulations to the winners;

Best Overall (\$1000)	Jerry Farrell
First Runner-Up (\$500)	Chelo Sebastian
Second Runner-Up (\$300)	Brian Cassar
Best New Artist (\$150)	Caralynn Dowling
People's Choice (\$150)	Noel Clannon

What a team!

Thank you, everyone, for making the 10,000th Open Heart procedure celebrations a resounding success.

HAMILTON GENERAL ADMINISTRATION EMPLOYEE HEALTH SERVICE COMMUNICATIONS VOLUNTEER SERVICES HOUSEKEEPING PLANT OPERATION MAINTENANCE NURSING ADMINISTRATION INTRAVENOUS THERAPY BIOMEDICAL ENGINEERING ADMITTING HEALTH RECORDS TRANSCRIPTION NUTRITION SERVICES MEDICAL 8W WARD 8S MEDICAL WARD 4W CARDIOLOGY ICU WARD 7W NEURO WARD 6S ORTHO WARD 5S CARDIO WARD 7S NEURO WARD 8N ISO/PRIMED ICU EAST BURN/TRAUMA UNIT ICU WEST CCU OPERATING ROOM HEART INVESTIGATION UNIT RECOVERY ROOM PALLIATIVE CARE EMERGENCY ROOM TRAUMA PROGRAM SHORT STAY UNIT AMBULATORY CARE DENTAL CLINIC CARDIAC TRIAGE CARDIAC CARE CLINIC OPD-FRACTURE ROOM O/P PSYCHIATRY PSYCHIATRY LAB ADMINISTRATION LAB O/P SPECIMEN COLLECTION LAB CHEMISTRY LAB HEMATOLOGY LAB BLOOD BANK LAB ANATOMICAL PATHOLOGY LAB MICROBIOLOGY DIAGNOSTIC IMAGING GENERAL DIAGNOSTIC IMAGING X-RAY DIAGNOSTIC IMAGING CTT DIAGNOSTIC IMAGING ULTRASOUND NUCLEAR MEDICINE HIU-CARDIAC CATHETERIZATION DIAGNOSTIC IMAGING MRI MDU-NEURO MDU-CARDIO MDU-THROMBOEMBOLISM LAB RESPIRATORY THERAPY RESPIRATORY THERAPY HYPERBARIC PROGRAM MDU-PULMONARY PHARMACY NUTRITION SERVICES CLINICAL NUTRITION PHYSICAL MEDICINE O/T PHYSICAL MEDICINE O/T PSYCHIATRY SPEECH PATHOLOGY SOCIAL WORK DEPARTMENT PSYCHOLOGY LIBRARY SERVICES NURSING INSERVICE EDUCATION NUTRITION SERVICES CLINICAL INTERNS NUTRITION SERVICES CAFETERIA NUTRITION SERVICES CATERING HENDERSON ADMINISTRATION EMPLOYEE HEALTH SERVICE COMMUNICATIONS VOLUNTEER SERVICE HOUSEKEEPING PLANT OPERATION MAINTENANCE NURSING ADMINISTRATION INTRAVENOUS THERAPY BIOMEDICAL ENGINEERING ADMITTING HEALTH RECORDS TRANSCRIPTION NUTRITION SERVICES GENERAL WARD 497 MEDICAL WARD 38S MEDICAL WARD 39S ONCOLOGY WARD 39S HEMATOLOGY WARD 49S SURGERY WARD 293 ORTHOPEDICS ICU CCU LABOUR & DELIVERY WARD 2 OBSTETRICS WARD 3 GYN ECOLOGY NEWBORN UNIT OPERATING ROOM RECOVERY ROOM WARD 37S PSYCHIATRY WARD 171 REHAB PALLIATIVE CARE THE TERRACE WARD 376 MEDICINE EMERGENCY ROOM SHORT STAY UNIT ENDOSCOPY CLINIC REHAB DAY HOSPITAL PRE-OP CLINIC FAMILY PRACTICE CLINIC OBS/GYN CLINIC WOMEN'S CENTRE/CYSTO COLPOSCOPY CLINIC ORTHOPEDIC CLINIC OUTPATIENT PSYCHIATRY

Dream becomes a miracle (cont'd)

The Grand Prize draw for a completely decorated and landscaped home by Frisina Construction complete with appliances, groceries for a year and a new car will be held Tuesday, December 20, 1994. Subsidiary prizes will also be awarded that day. Both draws will be broadcast live at noon on local television and radio stations.



Jerry Farrell and wife, Christel celebrate first prize win.

We gratefully acknowledge the following individuals and organizations who have supported this event. Their generosity is truly appreciated.

- 102.9 K-Lite FM • Coopers and Lybrand • Gallery 54 Custom Framing •
- John Skirving, Canadian Tire - The Centre Mall • Nidus Computer •
- Royal Connaught Howard Johnson Plaza Hotel •

Special thanks to:

- Hamilton and Region Arts Council • Embree Signs and Zorbit Technologies •

And to our Committee:

- Patti Becket • Heather Campeau • Shelley DeHay-Turner • Lee Embree •
- Sunni Genesco • Greg Hodgins • David Jones • Sheila Noonan •
- Noel Robb • Darlaine Skirving • Sylvia Sordo •



Foundation 500 Employee Lottery gets a facelift!

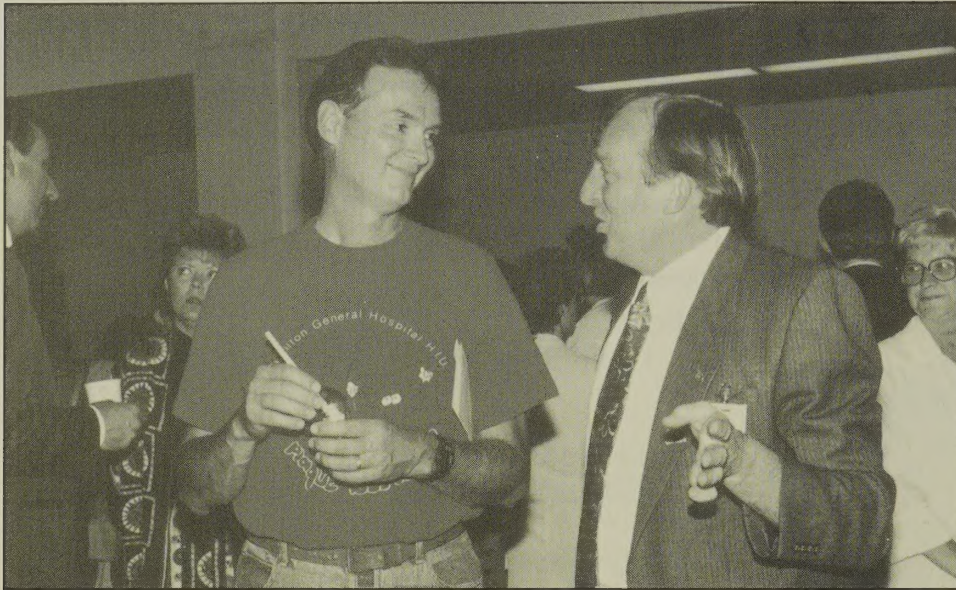
Wonder what's been happening with the employee lottery? It's coming back in a new and exciting format.

Watch for your application form early in January and sign up quickly to be a part of our Valentine Sweetheart-of-a-draw!

Don't give up your day job!

CEO Dr. David McCutcheon (right) consults with cardiologist Dr. Doug Holder on breaking into the glamorous world of show biz. Dr. Holder had just finished entertaining a packed house at the General Division with such "heart warming" songs as *Achy Breaky Heart* and *Handy Man* ("... I fix broken hearts, yes I truly can ...").

Dr. Holder was one of several talented hospital staff members who performed at the Family Celebration - an event that marked the milestone of 10,000 open heart procedures performed at HCH.



People • People • People

Brad Porter (chief respiratory therapist, Hamilton General) recently received a certificate of recognition from the Canadian Red Cross for his support of the blood donor program - 75 donations to date.

Donna Rawlin has been appointed nurse manager of Ward 293 (Orthopedics). Donna has held several positions with Hamilton Civic Hospitals since 1982, most recently as nurse clinician, Surgery.

Five members of HCH's Department of Medicine will represent McMaster University faculty at a conference billed as "Canada's most informative cardiovascular meeting of the year." *Contemporary Management of Cardiovascular Disease* will be held December 8 and 9 at Toronto's Harbour Castle Westin hotel. **Drs. John Cairns, Ernie Fallen** (affiliate staff), **Paul Tanser** (affiliate staff), **Graham Turpie** and **Salim Yusuf** are the Hamilton presenters. For more information on the conference contact the Heart and Stroke Foundation.

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Vice President & Chief Operating Officer, General Division: Trixie Fee

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If you would like to be included on our mailing list, please contact us at the above address.

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GOVERNMENT DOCUMENTS

Off duty nurses rescue driver . . .

The quick action of two Henderson Division nurses and a bystander saved the life of a 76 year old Hamilton man who suffered a cardiac arrest while driving along the Mountain Brow on September 3.

Arnold Marsh is now recuperating at home after spending 8 days in the Intensive Care Unit of the Henderson General Division. His wife Mary attributes Arnold's recovery to the quick action of nurses Christopher Hathaway and Andrea Miller, an unidentified bystander and the team of paramedics and firefighters who responded to Mary's cries for help.

Christopher Hathaway, a registered nurse, was walking to his car after finishing the day shift on Henderson's hematology unit when he noticed a car swerve along Mountain Park Avenue and hit another car. "A woman got out the passenger side screaming for someone to help her husband," said Christopher. He ran to the car to find a man slumped over the steering wheel. The man had no pulse.

CPR performed at curbside

Christopher acted quickly, "I pulled him from the driver's seat and called for help." A young army medic who was passing by responded to Christopher's call and the



Arnold Marsh (seated) and his wife Mary (right) meet two of the rescuers, Christopher Hathaway and Andrea Miller. Mr. Marsh suffered a cardiac arrest while driving past the Henderson General Division in September.

two immediately started cardiopulmonary resuscitation (CPR). Orthopedic nurse Andrea Miller, a CPR instructor, happened by the scene and relieved the young medic, continuing chest compressions until the paramedics and firefighters arrived to take the driver, Arnold Marsh, to the nearby Henderson General Division.

(Cont'd on page 2...)

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(... "Off Duty Nurses" cont'd from page 1)

While Arnold Marsh was recuperating in Henderson's ICU, his son Rob - a lab technologist at the same hospital - sought out Christopher to thank him personally and leave a box of chocolates for him to enjoy.

Mary Marsh is equally enthusiastic about the rescue, "If Chris hadn't been there, Arnold wouldn't be around today. He saved his life." Mrs. Marsh had nothing but praise for everyone involved. "The paramedics and firefighters acted so quickly . . . the care Arnold received was tremendous."



Arnold Marsh thanks Christopher Hathaway for his quick actions. When Christopher discovered that Mr. Marsh had no pulse, he wasted no time in summoning assistance, "I got someone to help me get Mr. Marsh out of the car and then shouted at a girl that was passing by on a bike to go to the nearest house and call 911." Paramedic, ambulance and fire crews were soon on the scene.

► Sign On Dialled in doctors

One of the most interesting projects Information Systems has been working on is something we call the Physician's Link (no relation to this publication). We thought you'd be interested in hearing about it.

Lab and radiology results are some of the pieces of patient information stored in the hospital's computer system. When a doctor uses her own confidential password she is able to get these results from any computer terminal within the hospital.

But what does she do when she leaves the hospital? That's when the Physician's Link is used. By using a personal computer and a modem, the doctor can access the same information on her personal computer that she would be able to get if she were to use any of the hospital's terminals.

To guarantee confidentiality, special modems with hardware and software security are used. The system requires a special password from the doctor's modem. If the password is not received, the call will be automatically disconnected. If the password is received correctly, the modem will allow a link to be made between the doctor's office and the hospital data base.

If the doctor's modem is lost or stolen, the modem password is removed from the system and that modem will not be allowed to dial into the hospital data base.

We hope to be able to provide access to other data bases in the near future. We'll keep you posted.

SignOn is submitted by the Information Systems people to keep you up-to-date on advances in computer technology at Hamilton Civic Hospitals.

Hen and Gen prepare to entertain you . . .

Mark your calendar now for Monday April 19, 1993 for the first fashion and entertainment evening presented by the staff of the Henderson and General Divisions.

It will be an evening where doctors become models, porters become dancers and nurses sing their hearts out.

Proceeds from this very special event will be used to support cardiovascular care at the General and Oncology at the Henderson.

Anyone who wishes to perform should contact May Farquhar at the General, extension 4303.



They're hard at work planning the first Hamilton Civic Hospitals Fashion and Entertainment Evening. (Left to right) Deborah Harley, co-ordinating the fashions from her Westdale store; Diane Kuwabara, ticket sales General Division; Stephanie Brister, corporate sponsorships; Charlotte Daniels, food and refreshments; May Farquhar, entertainment; Heather Campeau, ticket sales Henderson Division; Shelley DeHay-Turner, event Chair.

The gala event that was . . . not!

by Noel Robb



Foundation President Jim Coons (second from right) and his wife Liz (third from left) hosted a stay at home party for the Non-Gala Evening. Guests Bobbie and Bill Vaughan (left) and Anne and Bob Cranston were on hand to greet Little Caesar when he made this special delivery.

This was the first time in the history of the Foundation that our donors were asked to leave their tuxedos in the closet, put on a pair of sweatpants, and . . . stay home!

The Foundation's Non-Gala Event was a playful alternative to our traditional fall black tie fundraising event. Participants were urged to send in a donation comparable to what they would spend at a gala event. In return they would receive - delivered right to their front door - a piping hot pizza from Little Caesars, microwave popcorn (courtesy of Orville Redenbacher and Willicarr International - the same people who supply the popcorn in the General's Snack Bar), the 50th Anniversary Edition of the movie *Casablanca*, and a tax deductible receipt. Everything you need for a fundraising event in your own home!

The event was hosted by radiologist Dr. Mike Romeo and his wife Mary, and Foundation board member Joe Urban and his wife Wanda.

Foundation staff and volunteers delivered the pizzas throughout the evening to surprised and delighted guests in Oakville, Burlington, Dundas, Hamilton and Stoney Creek. It was a tremendous success, raising over \$10,000 for the Mend a Broken Heart Campaign.

Video venture buoys budget

Since the Ministry of Health's March announcement of reduced funding to hospitals, Hamilton Civic Hospitals staff members have implemented a number of changes that have helped keep the hospital budget much healthier than the projected \$10 million deficit.

Audio Visual (AV) Services is one of many departments that had to deal with a much tighter budget. But under the direction of Bart Strong, AV managed to tackle the problem head on and come out on top.

The funding cutbacks meant that AV would have to concentrate on clinical work which meant a lot of sophisticated equipment would sit idle. So Bart put his mind to work on ways of deriving some benefit from the equipment without causing any further strain on the budget. His plan was to solicit business from health care agencies in the region for educational or promotional videos. "We were looking at ways of deriving some benefit from a bad situation - maximizing what's left after the budget cuts," says AV Services Director Bart Strong.

AV boasts a well equipped television production studio and sophisticated editing suite. Very reasonable rates have attracted the attention of a number of agencies including the District Health Council and the Geriatric Issues Group.

To date, video contracts have brought the department \$7,000 in revenue. The department has been able to use some of that money for needed equipment and technology that would have normally been cut from the budget.

Bart says that the revenue making videos have kept his department very busy. "We don't have any plans for expansion right now," he says, "We're busy enough keeping up with the demand."

Video technician Richard Rusheleau works in AV's video editing suite. AV has solicited work from area health service agencies in an innovative scheme to raise revenue for the Hospitals.



HELP gets equipment for Henderson

The Henderson Employee Liaison Partnership (HELP) committee has announced the 1992 awards of capital equipment for Henderson departments. More than \$14,000 was given to the hospital to buy equipment that will benefit both patients and staff.

The HELP committee was formed two years ago to conduct and oversee staff fundraising activities at Henderson General Division in co-operation with the Hamilton Civic Hospitals Foundation.

The capital equipment awards are made possible through the proceeds of the Foundation \$500 employee lottery, one of many successful fundraising activities that the HELP committee oversees. This year's lottery awards were two blanket warmers and a patient lifter for the Department of Nursing, a powered cart for the Maintenance Department and a Wet Vac for the Housekeeping Department.

The group's next fundraiser is Light-a-Light for HELP where Henderson employees can make a donation that will light up the Christmas tree above the main entrance.



Would you buy a lottery ticket from these characters?

More than 380 Henderson employees did! (Left to right) Patti Greenwood (Foundation), Ruth Anne Naar (IV Team) and Pam Mahoney (CSR) donned costumes in a pre-Hallowe'en promotion for the Foundation \$500 employee lottery at Henderson Division. The trio raised a few eyebrows as well as interest in the lottery. It seems that if Pink Panther's antics and Moses' divine intervention didn't get a response, Dracula was ready to put the bite on any potential lottery participant.



Liquid Assets

Lab technologist Laura Benich (left) shows lab technologist Candy Rutherford and nurse manager Wendy Weber the currency of the General's Blood Bank. Wendy and Candy have each donated more than 50 units of blood at Red Cross blood donor clinics. Some of their donations are likely to end up here - the General alone uses more than 265 units of blood and blood products a week.

People

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In its September publication *Linkletter*, the Canadian Dietetic Association Research Network highlights Hamilton General Division Nutrition Services department's work on practice-based research. An article by the General's Lili Brylowski, Nutrition Research Co-ordinator and Jane Bellman, Clinical Nutrition Internship Co-ordinator illustrates how they successfully integrated research into the clinical nutrition setting. *Linkletter* is distributed nationally to professionals in the dietetic field.

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The Hamilton Civic Hospitals and McMaster Faculty of Health Sciences welcome with enthusiasm, Dr. Salim Yusuf, one of the world's foremost cardiology researchers. Dr. Yusuf has joined our Medical Staff as a cardiologist in the Service of Cardiology; he also has become a full member of the Hamilton Civic Hospitals Research Centre, a professor in the Department of Medicine at McMaster University and the Director of McMaster University's Division of Cardiology. There will be an in-depth profile of Dr. Yusuf in the next issue of Link.



On the line for 30 years

For more than 30 years Marlene Zettle's job has been on the line - the telephone line. Her colleagues at Hamilton General Division recently surprised Marlene with gifts, cake and a big celebration for reaching 30 years of service with Hamilton Civic Hospitals. Marlene is a paging clerk in the Communications department at Hamilton General.



Lucky Looney Lottery lures Linc to lend a hand

Former Lieutenant Governor of Ontario Lincoln Alexander dropped by the General Division on November 2 to assist Volunteer Association President Madelyn Ruddell draw the winning tickets for the HCH Volunteer Association's Lucky Looney Lottery. The winner of the gourmet food basket was Terry Siamro of Vinemount, winner of the picnic basket was Lori Morrison of General Division's Nutrition Services department, and the winner of the handmade Afghan blanket was Joyce McKenna, a volunteer at Henderson Division.

The Volunteer Association sold 4,000 tickets for the draw. The proceeds will help fund capital equipment at Hamilton Civic Hospitals.



Ghoulash anyone?

Pillars patrons got more than a meal when they stopped in for lunch around Hallowe'en. The General Division's cafeteria had a decidedly different look for the occasion with scary decorations, spooky lighting and an odd assortment of costumed characters ready to serve you. Cafeteria staff reported a lot of customers dressed up as doctors and nurses. Hmmm!

How to get noticed!

Do you have an item of interest to employees of Hamilton Civic Hospitals? Is there an event that you would like to publicize? Here are some of the communications' tools that are available through your Public Relations Department.

The Link - staff newsletter. Published monthly. Deadline for submissions: 15th of the month prior to publication.

Thursday Newsnotes - staff notices. Published weekly on Thursdays. Deadline for submissions: Tuesday at noon.

OA News - computer bulletin board. Available 24 hours a day. Updated daily. Send your submission on Office Automation to PR-Public Relations.

Channel 10 - Public Relations Channel. Closed circuit television bulletin board broadcast to staff and patients at Hamilton General Division only. Updated as required.

For more information on any of these services, contact the Public Relations Department at extension 4384 at the General Division or extension 2371 at the Henderson Division.



Beary nice

Toni Rizzo (right) shows ICU nurse Jan Lennon a few of the festively decorated items for sale at 5 South's Fall Fair booth. The 12th annual Fall Fair took place on October 30 at the General Division. Proceeds from the bazaar support staff education funds.

Readers' Re-digest?

An anonymous note came across my desk the other day. Apparently there's someone out there who's concerned that The Link may not be recyclable.

I really appreciate your concern and, to lay your mind at ease, The Link is not only recycled but it is also recyclable. The fine paper recycling programs we have in place at both Divisions of Hamilton Civic Hospitals will accept The Link as is - staples and all!

However, because so much work goes into each issue I hope everyone out there goes through a few more of the Rs before this copy is recycled - read, reuse, re-read, and then recycle?!

Editor

Retirees

Thank you for your many years of service and dedication to the Hamilton Civic Hospitals.

RETIRED OCTOBER 1992

Eva Anderson - Registered Nurse, Intensive Care Unit, Hamilton General Division. Retired after 29 years of service.

Isobel Brunton - Nurse Manager, Operating Room, Henderson General Division. Retired after 21 years of service.

Thelma Peck - Switchboard Operator, Communications, Henderson General Division. Retired after 22 years of service.

RETIRED NOVEMBER 1992

Mary MacGregor - Clerk 3, Stores, Henderson General Division. Retired after 25 years of service.

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If you would like to be included on our mailing list, please contact us at the above address.



The Link is printed on recycled paper.

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GOVERNMENT DOCUMENTS

Giant submarine surfaces in BTU . . .

Christmas came early to the General's Burn Trauma Unit staff.

Former BTU patient, Doug Robertson, recently surprised the staff with a six foot long submarine sandwich courtesy of Subway sub shops and Y-95 radio.

Doug was listening to the Hamilton radio station one night from his hospital bed when he heard about the station's promotion. "I wanted to do something nice for the nurses, physios and all the staff that had been so good to me," said Doug. He called in to the station and left his request on an answering machine.

Surprised to get a call

"I was surprised to get a call a couple of days later to let me know that I'd won!"

Y-95 morning show radio personalities Jeff Lumby and Todd Lewis dropped by around the lunch hour to brighten an otherwise dreary day in November to help Doug and his fiancée present the staff with the delicious surprise.

The BTU staff was thrilled with the gift and did their best to show their appreciation by devouring every delicious morsel.

Thanks to Y-95 listener and Hamilton General Mail Room staffer Maureen Westall for tipping off The Link to this story!



Doug Roberston delivers a token of his appreciation to BTU staff. He's helped by (left to right) Todd Lewis, Y-95 radio; Darlene Johnstone, Doug's fiancée; Lea Miller, Y-95; Jeff Lumby, Y-95. Subway's Chris Murphy was camera shy but deserves a big thank you.

INSIDE

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Dr. Ken Ockenden (left) with Dr. Pongsak Vathana in the General's trauma suite. Dr. Pongsak said he was very impressed with the facility and how it fits into the prehospital care system. Dr. Pongsak comes from a densely populated area of Asia where the response time for an ambulance can be upwards of 20 minutes.

Distinguished visitor to Emergency Room

Thailand's Head of Emergency Services recently found himself surrounded by sophisticated apparatus in the trauma suite of Hamilton General's Emergency Department - not through any misfortune, but by choice. Dr. Pongsak Vantha, second in command to Thailand's Director of Health Services, was on a whirlwind visit of southern Ontario hospitals to get a first hand look at our emergency medical system.

Dr. Pongsak is a New Orleans trained physician who is looking to revamp the prehospital care system in Thailand, a country one third the size of Ontario with a population of more than 55 million people.

Dr. Pongsak's visit to Canada was initiated by Margaret Vokes of the Ontario International Corporation, a section of the government of Ontario that searches out overseas initiatives for Canadian companies. The Mississauga based company Med-Emerg Inc. has been hired by the Malaysian government to consult on this project.

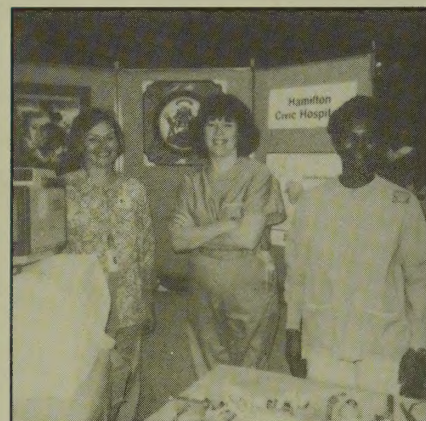
On the cutting edge

The Henderson Operating Room nurses almost upstaged Santa Claus at Lime Ridge Mall on November 14 with a dynamic display about their work. They were honouring OR Nurses Day and increasing public awareness of what OR nurses do.

The Henderson OR nurses brought the operating room to the community at one of Hamilton's busiest shopping malls. The nurses, dressed in their familiar hospital greens, answered questions and took blood pressures and pulses with sophisticated equipment used in the operating room setting.

The display included videos of laparoscopic surgery (surgery using fiberoptic instruments), orthopedic implants and supplies and instruments used in different types of surgery.

Surgical supply companies donated OR masks, band-aids and rubber gloves as give-aways for the children. Organizer Judi Tyndall was thrilled with the attention their display got, "It was really popular. The kids loved it!"



Operating Room Nurse Manager Laurel Hopwood-Jones (left) and nurses Lise Baylis and Pearl Peters in front of their display at Lime Ridge Mall.

Photo by J. Tyndall

'Tis the Season...

It is the season of doves, brightly wrapped presents with fancy curled ribbon, and messages of thanks and good-will.

As Christmas approaches, our Foundation volunteers are busy decorating the holiday trees in the lobbies of the hospitals with tiny "donor doves." Each dove represents a gift made in honour of someone, or dedicated to a group of special people and bears a message from the donor to a friend, staff member, or an entire department of the hospital. This is a special program, one which demonstrates the warmth and caring of our hospital family.

A little further down the road, another group of very energetic volunteers are busy wrapping Christmas presents at the Eaton Centre. Their friendly faces greet the weary shoppers and the beautiful and creative ways that they wrap the Christmas gifts say "open me first!" Proceeds from the two weekends of wrapping support the Mend a Broken Heart Campaign.

Concession Street is shining a little bit brighter thanks to the staff at the Henderson. The second annual Light-A-Light for H.E.L.P. program is lighting up the lives of many at the Henderson. For each two dollar donation made, a bulb is lit on the giant Christmas tree above the main entrance of the Henderson. Thanks to the generosity of Henderson staff and friends, more than \$2,000 was raised in support of the Henderson Chapel last year. H.E.L.P. hopes to raise even more this year.

On behalf of the staff and the Board of Directors of the Hamilton Civic Hospitals Foundation, thank you for your support over the past year. Your hours of time helping with special events, hospital tours, your gifts through payroll deduction and your support of the Foundation 500 Lottery all help to make our hospitals stronger. Best wishes for a healthy, happy and prosperous new year!



photo by P. Greenwood

It takes two to hold the Christmas basket of goodies awarded to Barb Lancaster (left) of Henderson's Nursing Office. Ruth Anne Naar, Chairman of the H.E.L.P. committee awards the basket to Barb who recruited six new members to the Foundation \$500 Lottery. All recruiters received a chance to win the basket for each new member they recruited to the lottery. Many thanks to all lottery recruiters who brought 41 new players to the Foundation \$500 this year!

These beautifully wrapped gifts say "open me first!" Gift wrap specialists (left to right) Sylvia Sordo, Foundation; Alex Clegg, Laboratory Medicine - General; and Deb Duda, Nursing Administration - General proudly display some Wrap Shop samples.



photo by C. Procyk



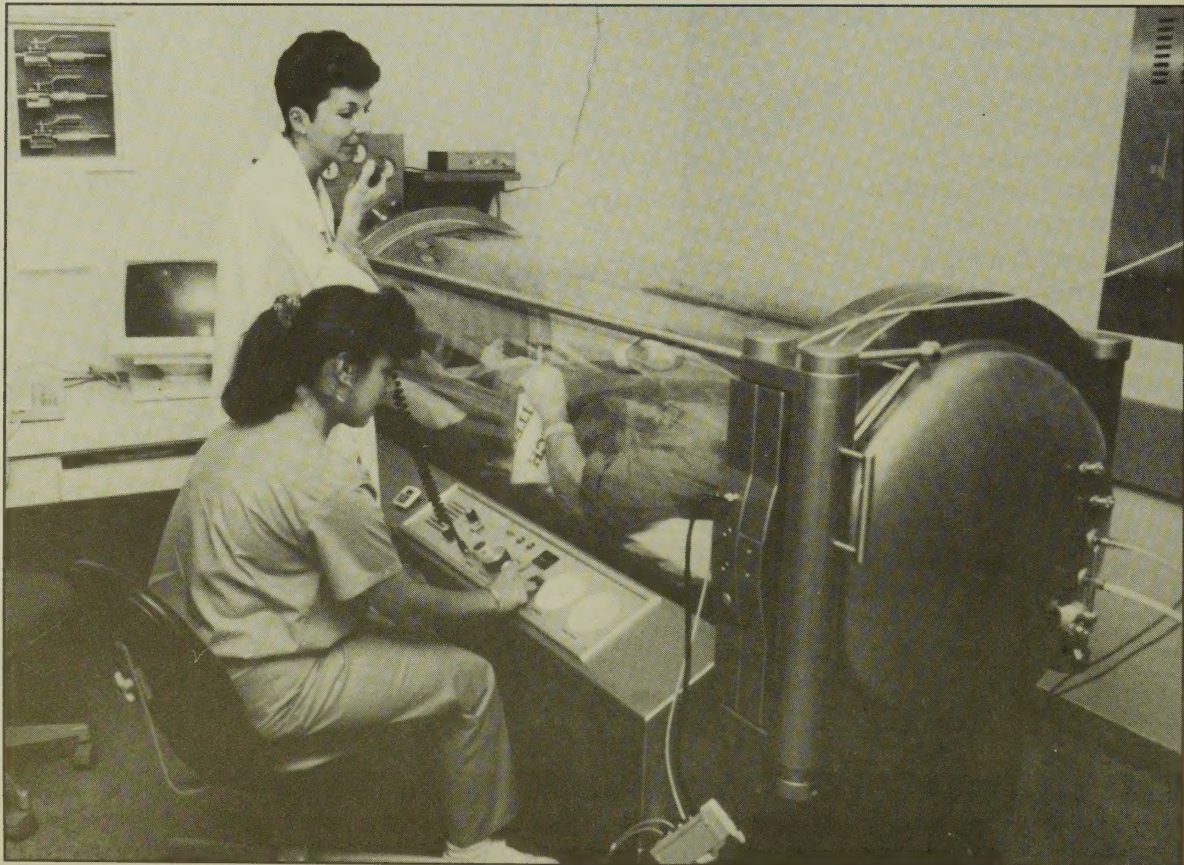
Volunteers Ruby Goreham (left), Wilda Weise, and Chris Denarde prepare to decorate the Donor Dove Christmas Tree at the General.

Hyperbaric chamber installed at General

The region's only hyperbaric chamber is up and running at the Hamilton General Division thanks to the generosity of area firefighters.

The unit was formally opened on December 8 at a dedication ceremony attended by professional and volunteer representatives of the Hamilton Professional Firefighters Association who raised the funds to construct and install the chamber.

The \$350,000 hyperbaric chamber, which is located in the Firefighters Burn Trauma Unit, will be the focus of a regional program providing hyperbaric oxygen therapy to a population of more than 1.8 million. This is a treatment in which patients receive 100 percent oxygen intermittently while the pressure of the chamber is increased to a point greater than normal atmospheric pressure.

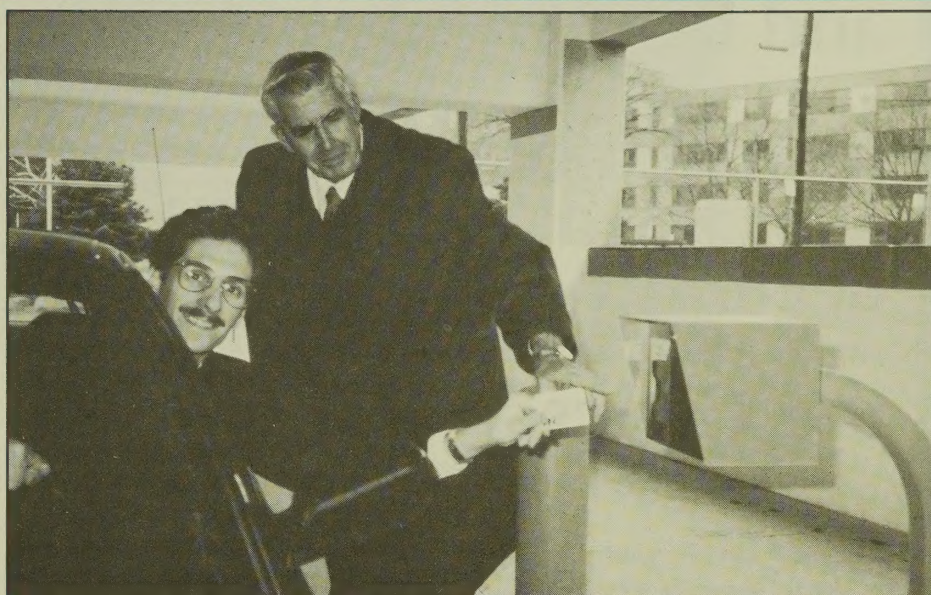


Burn Trauma Unit director Dr. Janet Sproat (standing) communicates with a patient in the hyperbaric chamber with respiratory therapist Lori Hand at the controls.

Better meeting room for Henderson

Plans are under way to renovate the Henderson Division Auditorium. Renovations will make the facility more versatile and better suited for larger groups, such as the Board of Directors and Medical Staff Advisory Committee, to meet at the Henderson. It will also be suitable for a variety of staff and patient meetings and activities.

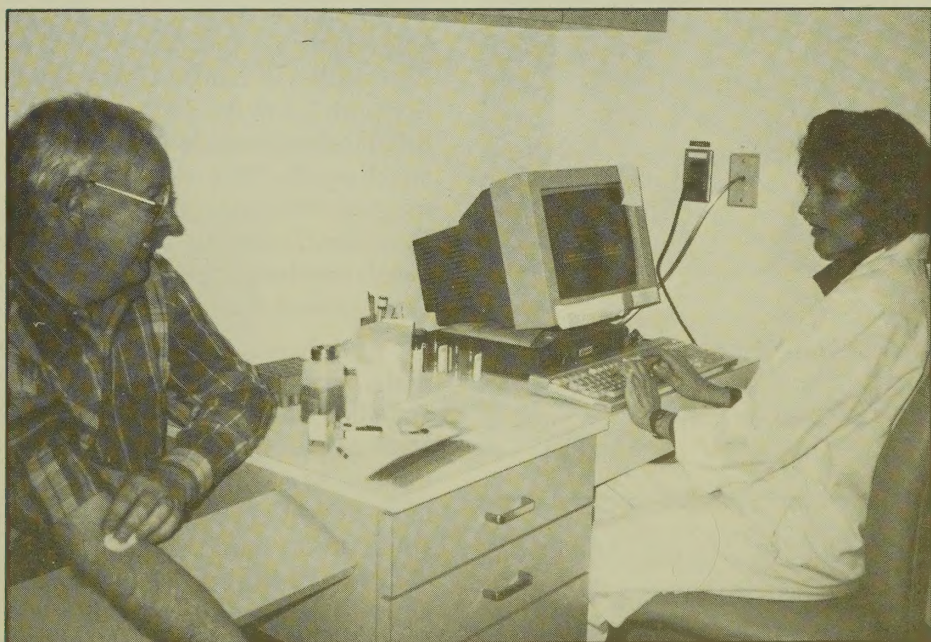
Construction is scheduled to begin early in the new year and will last for a period of five to six weeks.



Tony Locco, Clinical Co-ordinator, Respiratory Therapy, Henderson Division was the first person issued a parkcard for the new \$8 million parking ramp on Concession Street opposite the Henderson Division. He is welcomed to the new ramp by Hamilton Civic Hospitals Parking Co-ordinator Ron Brown. The new ramp was designed to accommodate parking for 600 employees' cars. The Hamilton Civic Hospitals thanks the neighbours, visitors, patients and staff of the Henderson Division for tolerating the inconveniences over the construction period.

Detox gets green light for new building

The Ministry of Health has given Hamilton Civic Hospitals approval to proceed with plans for a new Detox Centre. The Detox Centre is affiliated with the Hamilton General Division and has been helping male alcoholics in its Wilson Street facility for almost 20 years. The new facility will be built on property acquired on Main Street East near Sanford Avenue. Preparation of the site will begin immediately. The new facility is expected to be complete in about one year's time.



Lab Assistant Debra Ramelli prepares to take blood specimens from outpatient Frank Christensen in the General's newly renovated Outpatient Specimen Collection Centre. An increase in out-patient activity produced the need for modifications to existing facilities. The new set-up should result in a shorter waiting period for patients. Where there was only two blood taking areas there are now six.

Yusuf and his technicolour dream for the Civics

It's a fact that excitement always follows Dr. Salim Yusuf. So we at the Hamilton Civic Hospitals may well expect just that in the wake of this world-renowned researcher who has just made our hospitals, and McMaster University, centres for his important cardiology research. This September he accepted a joint appointment with the Hamilton Civic Hospitals and McMaster University's Faculty of Health Sciences. He is Professor of Medicine and Director of the Division of Cardiology at McMaster; a member of the Hamilton Civic Hospitals Research Centre and a Cardiologist in the Service of Cardiology at the Civics, with his office at Hamilton General Division.

With a list of academic credentials, publications, awards and citations too long to reproduce here, Dr. Yusuf had his choice of research centres worldwide when he made the decision to leave the National Institutes of Health in Bethesda, Maryland, after eight years.

During his time at NIH his work as project officer and then as acting chief of the clinical trials branch of the National Heart, Lung, Blood Institute promoted the concept of very large, simple clinical trials in heart disease. One question, which arose out of his PhD studies at Oxford University in England, led to the discovery that beta blocker drugs could reduce heart attack deaths. This was the start of the giant ISIS trials (in which the Hamilton Civic Hospitals participated) involving thousands of patients around the world.

And there were many other such trials, answering important questions and effectively changing the way the medical establishment viewed heart disease. At age 40 he had achieved more than others twice his age. As an author (more than 120 publications), speaker and teacher, he developed a network of other like-minded researchers around the world. Among them some of the people who drew him to Hamilton.

Hamilton Civic researchers Drs. Jack Hirsh, David Sackett, John Cairns and Professor Mike Gent are

part of this network and are very well-known and well-respected in the international research community. In joining McMaster and Hamilton Civic Hospitals, Dr. Yusuf is joining colleagues whose interests coincide with his own. As well, "I wanted to return to the intellectual environment found in academic centres; the relationship between the university and the teaching hospitals here is a very positive one." And, as a father of three young children, Canada has a "gentle elegance and good social structure" which appeals.

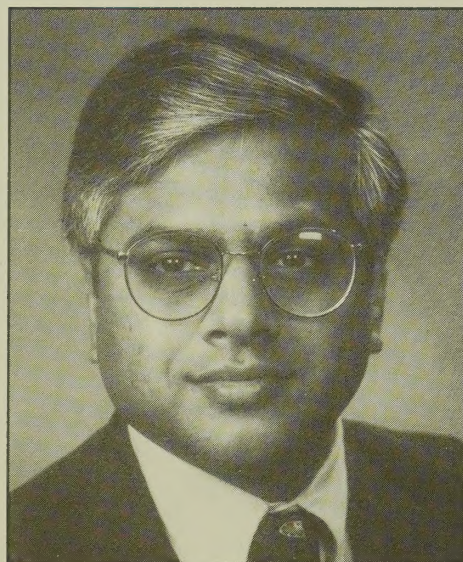
What are his plans?

"I enjoy teaching, I enjoy research, I enjoy clinical care. But I think what I enjoy most is organization. I try to get things going in an organized way. I like the idea of having goals and a structured approach to reach them."

Dr. Yusuf thinks in terms of five-year goals. "In good clinical research, some individuals become very specialized in certain areas. They then act as a resource for the rest of us in that area. So if you have a few such super specialists in different aspects of cardiology, the level of knowledge and clinical care and training will go up. What we hope is that we will be seen in five years time as a division that offers something completely academically different from others in the country."

It takes a team and many of the team are already in place. "There's a lot of good work around and a lot of people who are ready to go that extra mile to try to do something new. But what I'm also hoping to do is attract some bright young people who share some of my general interests. We need to create excitement internally and then the rest will follow."

Dr. Yusuf's enthusiasm is contagious, as he tries to explain what this excitement is all about: "Once you do good research and you find that you are doing something worthwhile, there's a tremendous sense of satisfaction that comes with it. To a researcher this is your biggest reward."



Dr. Salim Yusuf. His plans will help establish Hamilton Civic Hospitals as a world renowned centre for cardiology research.

I don't want to try to make the biggest department or the most famous department. Instead I want to create some excitement internally. Then the rest will follow naturally.

In a different vein...

Can you give a special gift on January 15? Give the gift of life at a special mobile blood donor clinic at the Hamilton General Division.

Blood is a familiar commodity at the General - more than 265 units of blood and blood products are used at the General every week.

Come out to this special mobile clinic - Friday, January 15, 9:00 a.m. to 4:00 p.m. in the Main Auditorium. Challenge a department, bring a friend!



Honey Wickens, Communicator of the Year, at the dispatch console of Hamilton Central Ambulance Dispatch based at the Henderson Division.

A Honey of an Award . . .

Henderson Division employee Honey Wickens has gained national recognition for her exemplary work as an ambulance dispatcher. She has been honoured as Communicator of the Year by the Association of Public Communications Officers (APCO).

The Communicator of the Year Award recognizes dispatchers whose efforts go above and beyond the call of duty. Honey gave life saving instructions to the father of a 14 month old baby who had stopped

breathing and has assisted in three births by giving instructions to the dads over the phone.

Honey was chosen from a field of nominees representing dispatchers in all emergency services - police, fire, ambulance - from across Canada. She was presented with the award at a November 19 ceremony in Niagara Falls, Ont. "It was a big surprise for me. I was so thrilled I screamed!" said Honey, a person known for her poise and professionalism.



ICU scholarship awarded in memory of a special friend

Ingrid Toscher (left) reads a congratulatory letter with presenter Laurene Long. Ingrid is the first recipient of the Joy Barlow Price Scholarship, a fund set up in memory of Joy, an ICU nurse at the General Division who died tragically at 25 years of age last October.

Joy's friends and colleagues set up the fund as a scholarship - a fitting tribute to her commitment to continuing education. Laurene Long, one of Joy's friends and teammates, said Joy's death was devastating to the ICU staff, "At least this (scholarship) brings something positive to such a tragedy."

Scholarship winner Ingrid Toscher will apply the award to her studies at McMaster University as she completes her Bachelor of Science in Nursing degree this spring.

People

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Linda Grgurich has been appointed to the position of Equity Co-ordinator for the Hamilton Civic Hospitals. In her new role with the Human Resources department she will be responsible for the development and co-ordination of the Hospitals' Employment Equity Plan.

.....

Henderson General Division's Palliative Care Team welcomes Dr. Monica Grantham as a consultant physician effective January 1, 1993. Dr. Grantham has done post-graduate training in Palliative Medicine and comes to the Hamilton Civic Hospitals with significant skills in the field.

.....

Shirley Brown has been appointed Occupational Health and Safety Co-ordinator within the Occupational Health and Safety section of Human Resources. Shirley is a registered nurse who has worked at the General Division for a number of years. Shirley will be responsible for the co-ordination of the occupational health and safety programs for both Divisions.

.....

The Hamilton Civic Hospitals welcomes Dr. Irene Tuttle as Medical Director of the Terrace, Henderson General Division. Dr. Tuttle comes to us from Pembroke where she was director of the Pembroke Civic Hospital's chronic facility.

Baseball spring training already?

Spring training has never been a part of the Hamilton Civic Hospitals Softball League. In fact, to avoid training has been the rule of thumb for this recreational league where the most heated debates on the diamond center around where the teams should party after the game!

Yes, baseball season will come quicker than you think. That's why we're ready to plan a new season of exercise, excitement and - most of all - fun.

If you are interested in getting a team together for the 1993 softball season or would like to help organize one of Hamilton's largest softball leagues, please come to an open meeting on Wednesday, January 13, 1993.

We will be discussing a reorganization of the league and we want your opinion on rules changes, how many teams can be accommodated, league fees, sports discounts for members, accommodating more Hamilton Civic Hospitals employees, and much more. We will also be looking for candidates for league executive positions.

Everyone is welcome to attend - Wednesday, January 13, 1992, 4:00 p.m. to 5:00 p.m. in the Henderson Lecture Theatre, 60 Wing, second floor, Henderson General Division.

For more information on the league, send a note to HCHSL, Box 315, Henderson General Division.

Retirees

Thank you for your many years of service and dedication to the Hamilton Civic Hospitals.

RETIRING DECEMBER 1992

Linda Brissett - Registered Nurse, Neonatal Unit, Henderson General Division. Retiring after 26 years of service.

Dorothy McClure - Co-ordinator, Inservice Education, Hamilton General Division. Retiring after 17 years of service.

Shirley Wilson - General Clerk, Accounting, Hamilton Civic Hospitals. Retiring after 25 years of service.

RETIRING JANUARY 1993

Katherine Alexander - Registered Nurse, Labour and Delivery, Henderson General Division. Retiring after 24 years of service.

Kenneth Greenway - Registered Nurse, Operating Room, Hamilton General Division. Retiring after 32 years of service.

Albert Scoccia - Maintenance Trades 1, Power and Maintenance, Henderson General Division. Retiring after 19 years of service.

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